GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:6274
ANSWERED ON:08.05.2002
TELEPHONE BILLS WAIVED OFF
BALIRAM

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of persons whose telephone bills were waived off under each Zonal General Manager of Mahanagar Telephone Nigam Limited, in Delhi and Mumbai between 1.11.98 to 31.3.2002;

(b) the amount waived off in each case;

(c) the basis of waiving off bills amount; and

(d) the steps being taken to stop the practice of waiving off the bills in future?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) & (b) Sir, there are over 13,000 defaulters in Delhi and over 18,000 in Mumbai where the outstanding dues had been written off. Furnishing of case-wise details is not readily possible. Total number of cases and amount of bills written off during the period from 1.11.1998 to 31.3.2002 are as under : -

	Delhi	Mumbai
No. of cases	13818	18137
Amount	Rs.66.58 lakhs	Rs.197.48 lakhs

(c) Sir, in any business organization there are some defaulters who do not pay the bills. In cases where such defaulters are not traceable, amount due is not recoverable even after disconnection of telephones/associate telephone, referring the cases to Revenue authorities, Police authorities and even after deputing field staff for realization of outstanding dues, they are referred to High Power Committee or Liquidation Board for writing off the amount.

(d) Every effort is made to recover the outstanding amount from defaulters and the write off is done as a last resort. Further, prompt action is being taken for disconnection of the telephone after two billing cycles so that arrear amount does not increase. Cases where heavy amounts are involved and are not time barred are also followed with the court.